



Natural Resources Conservation Service  
1201 NE Lloyd Blvd., Suite 900  
Portland, OR 97232

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January 14, 2008

**OREGON BULLETIN NO. OR-230-2008-7**

**SUBJECT: EOP-Program Delivery Complaint Process**

**Purpose.** To inform all employees about the process for Program Delivery Complaints.

**Expiration Date.** January 31, 2009

Occasionally a customer or client of NRCS believes he/she has been discriminated against on anyone one of the following basis: race, color, national origin, sex, religion, age, disability, marital status, family status, sexual orientation, political beliefs, income derived from public assistance or reprisal (not all prohibited basis apply to all programs).

In order to file a program discrimination complaint, the individual must contact the Office of Civil Rights (by mail, phone, fax, or on the web) – within 180 days of being aware that an action, inaction, or decision by a USDA agency or employee may have been discriminatory. Contact information for the Office of Civil Rights as follow:

USDA Office of Civil Rights  
300 7th Street, SW  
Suite 400, Stop Code 9430  
Washington, DC 20050  
Telephone: Voice (202) 720-5964 or (866) 632-9992  
Telecommunications Device for Deaf: (202) 401-0216

If the complaint is accepted, the complainant will receive an acknowledgement letter and notification of the processing steps within 14 days. If the complaint is not accepted, the complainant will also receive a letter explaining why.

All offices are required to post a “And Justice for All” poster which contains the phone number and address of the USDA Office of Civil Rights. If your office does not have a “And Justice for All” poster, please contact Misty Falcon at 541-278-8049 x 103.

Further information on program discrimination complaints can be found on the web at, [www.nrcs.usda.gov](http://www.nrcs.usda.gov). Click on “About Us” on the navigational bar at the top of the page and then on “Civil Rights” on the left hand side.

/signed/

BOB GRAHAM  
State Conservationist

Enclosure

cc via website:

<http://www.or.nrcs.usda.gov/intranet/bulletins/bulletins07-08.html>

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